

Your Electronic Prescription Service (EPS) Nomination

Your prescription – your choice

What is an EPS nomination?

The Electronic Prescription Service (EPS) allows your prescriptions to be sent electronically from your GP surgery to your chosen pharmacy, saving time and reducing the need for paper prescriptions

Your EPS nomination tells the NHS which pharmacy you would like your prescriptions to be sent to electronically

Your rights:

- You can choose which pharmacy receives your prescriptions
- You can change or remove your nomination at any time – just tell your GP practice or pharmacy. You can also change your nomination using the NHS app
- Your nomination must not be changed without your permission
- If you're unsure or want advice, ask your pharmacy or GP – they'll help you understand your options

If you think your nomination was changed without your consent:

- Speak first with your pharmacy or GP practice to see if the issue can be resolved locally
- If you still have concerns, contact the NHS Greater Manchester Complaints Team
 - nhsgm.patientservices@nhs.net
 - 0161 271 3980 (Mon–Fri, 9am–4pm)
 - NHS Greater Manchester, The Tootal Buildings, 56 Oxford Street, Manchester, M1 6EU